

**Problem Reports and Trouble Tickets (PR&TT):** Associate problems with the fielding and sustainment of SSF will be recorded in the PR&TT processes established by the SSF Director. Each ticket is assigned a office of primary responsibility and the fix, verification and validation of each are tracked in detail.

**Standard/Goal:** No set standard. Priorities assigned to PR&TTs will be assigned and worked accordingly.

**R&A approach:** Each PR&TT will be assessed for impact to the R&A process. The R&A team will use two-prong approach: (1) using trend trend to determine if a problem exists in the system that has yet been recorded as a PR&TT and (2) to determine the impact of the PR&TT to key indicators.

**Proponent:** DALO-SSF